

## PROVIDER BULLETIN NO. 08-12

May 12, 2008

TO: Providers Participating in the Nebraska Medicaid Program

FROM: Vivianne M. Chaumont, Director  
Division of Medicaid and Long-Term Care

BY: Patricia Darnell, Claims Unit Manager

RE: DHHS Website Email Notification Feature  
Online Provider Handbooks and Provider Bulletins  
Electronic Claims, Funds Transfer and Other Options

The Division of Medicaid and Long-Term Care is implementing strategies to improve the efficiency and cost-effectiveness of operations through use of technology. This bulletin outlines some of these strategies.

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### SUBSCRIBE TO WEB UPDATES NOW!

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We are excited to announce an **email subscription feature** to the DHHS website. Sign up for this feature and receive email notification when information is updated or added to the website. To subscribe, go to <http://www.dhhs.ne.gov/Medicaid/> or any DHHS web page and click on "Subscribe to this page."

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### PROVIDER HANDBOOKS AND BULLETINS ONLINE

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All Medicaid Provider Handbooks and Provider Bulletins are posted online **and are no longer being printed and mailed**. Sign up for email notification today to stay current on Medicaid updates, rules, fee schedules and other information. Medicaid Program web pages have been enhanced with new information and easier navigation. Please take a moment to visit the Medicaid Provider Information page at: <http://www.dhhs.ne.gov/med/provhome.htm>.

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### ELECTRONIC CLAIMS

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All providers are strongly encouraged to submit claims electronically. This will assist us in moving toward a more efficient payment system. Electronic claim submission also benefits providers through –

- *Shorter Turnaround Time - Improved Cash Flow*
- *Improved Tracking and Monitoring Capabilities*
- *Reduced Postage and Paper Handling Costs*

Dental, institutional and professional claims can be submitted to Medicaid electronically, including claims with third party payment information, paper attachments, and even claim adjustments. If you do not currently submit electronic claims or are dropping some claims to paper, we are interested in working with you to convert to electronic submission. For more

information, contact the Medicaid EDI Help Desk at 866-498-4357 or visit the DHHS website at <http://www.dhhs.ne.gov/med/edindex.htm>.

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### **ELECTRONIC FUNDS TRANSFER (DIRECT DEPOSIT)**

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Electronic funds transfer (EFT) or “direct deposit” of your Medicaid payments saves time and money. Beginning July 2008, all payments of \$25,000 or more must be made through EFT. Providers affected by this change are being notified. We will be phasing-in EFT requirements for all providers and encourage you to sign up now. For more information and a printable form, go to: <http://www.dhhs.ne.gov/med/edieft.htm>.

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### **OTHER ELECTRONIC OPTIONS**

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**Medicaid Remittance Advice:** Electronic Medicaid Remittance Advice is available even if you haven't yet converted to electronic claim submission. Many providers have changed from paper to electronic remittance advice and are benefiting from immediate receipt (no mailing time) and automated posting of payments.

**Medicaid Claim and Eligibility Status:** You've probably called Medicaid Inquiry and the Nebraska Medicaid Eligibility System (NMES) to check claim and eligibility status. There are two additional ways to check status without a phone call –

- Electronic eligibility and claim status inquiries are available. Although we are not able to provide real-time response for batch (multiple) inquiries, a response is provided within a few hours.
- Two web-enabled software applications allow status checks through the internet for claims and individual (single) clients. Providers must enroll for this access. A separate login ID and password is required for each person accessing the site.

### ***Let Us Help You Get Started...***

For more information about these electronic options, visit the DHHS website at <http://www.dhhs.ne.gov/med/edindex.htm> or contact the Medicaid EDI Help Desk at 866-498-4357. Customer service staff is available to assist you Monday - Friday, 8:00 am to 5:00 pm CDT.